

**Physician Advisory Board
Meeting of November 14, 2008**

The Aetna Physician Advisory Board met on November 14, 2008 in Coconut Grove, Florida.

Drs. William Gee, Robert Gunby, Scott Hayworth, H. Robert Harrison, Russell Libby, Leonard Lichtenfeld, Diane Wallis and Michael Workings attended.

Also attending for Aetna were Dr. James Cross, Lynda Goodwyn and Amanda St. Amand. Attending for Aetna by phone were Paul Marchetti and Thomas Young, as well as Drs. Joanne Armstrong, James Coates, Don Liss and Lonny Reisman. Dr. Rebecca Sutphen from Informed Medical Decisions, Inc. attended by phone as a guest.

Compliance Update

Mr. Young then provided an update concerning Aetna's compliance with the physician class action settlement agreement. He stated that while the terms of the agreement have expired, there are a small number of disputes still in discussion. Mr. Young then described a new, informal dispute resolution process and committee that includes some members from state medical societies.

Among other things, Mr. Young discussed revised wording on provider and member Explanations of Benefits (EOBs) to clarify "balance billing," and a dispute regarding the use of Modifier 59 in certain gastrointestinal endoscopic procedures.

EOBs

Mr. Young then described Aetna's additional improvement efforts on EOBs for physicians and members. He discussed enhancements to the format and "remarks" section.

Aetna Workers' Comp Access

Mr. Young then updated the group on communication activities in support of Aetna Workers' Comp Access® (AWCA). AWCA is an Aetna program that provides insurance carriers, third-party administrators and self-insured employers with access to a network of physicians and other providers who offer care to injured workers.

Aexcel

Dr. Coates then provided an overview of Physician and Hospital Quality (PHQ) standards and revised clinical performance measures in Aetna's Aexcel® program. He described the principles of National Committee for Quality Assurance (NCQA) standards for physician performance measurement. He also shared the Aexcel clinical performance criteria.

There was also discussion about board certification and quality care. Dr. Cross indicated that Aetna requires board certification for network participation with limited exceptions.

Patient-Centered Primary Care Collaborative

Dr. Liss then spoke about Aetna's support for primary care and participation in the Patient-Centered Primary Care Collaborative (PCPCC). He described NCQA accreditation requirements for becoming a medical home. In addition, he described a PCPCC pilot program in Philadelphia, Pennsylvania, in which physician practices are learning how to become patient-centered medical homes, and health plans are making financial commitments to support those practices' efforts. There was discussion regarding the investments of health plans in such programs and long-term outcomes of investments in primary care.

Walk-in Clinics

Mr. Marchetti then updated the group on walk-in clinics as part of Aetna's network. He indicated that Aetna does not view them or promote them as a replacement for primary care providers. Dr. Harrison asked what type of medical professional is on location in walk-in clinics and Mr. Marchetti indicated they are staffed by nurse practitioners and supervised by a physician, in accordance with American Medical Association guidelines. There was discussion about the types of services provided at walk-in clinics.

Electronic Prescribing

Mr. Marchetti then provided an update on Aetna's electronic prescribing activities. He highlighted activities in various states and shared that in July, Congress passed the Medicare Improvements for Patients and Providers Act of 2008, an electronic prescribing incentive program scheduled to begin on January 1, 2009. There was general discussion about electronic prescribing components of electronic medical records systems.

Genetic Counseling

Drs. Armstrong and Sutphen then provided an overview of Aetna's telephonic genetic counseling program. They highlighted the goals and operational aspects of the program. There was discussion regarding clinical conditions that are included in the program and the possibility of expanding the program to include additional conditions in the future. Dr. Sutphen provided an overview of Informed Medical Decisions, Inc. and its website. Dr. Armstrong stated that there are firewalls in place to protect the privacy of Aetna members who use genetic counseling services.

Radiology Benefits Management

Dr. Wallis then spoke about her practice's experience with radiology benefits management programs (RBMs). She outlined her practice's use of RBMs and their experience with the process. She summarized the results of a recent survey conducted by the American College of Cardiology regarding use of RBMs. There was discussion about the costs and benefits of using RBMs.

Vaccines and Preventive Visits

Dr. Cross then gave an update on vaccines and preventive visits. He indicated that vaccine prices are adjusted regionally on a quarterly basis. He reported that immunization codes are reimbursed independent of Evaluation and Management visits.

Physician Advisory Board Mailbox

Dr. Cross then reviewed topics raised through the Physician Advisory Board mailbox and selected for discussion. Topics were: the appropriate manner to bill 96110; denial of coverage for continuous glucose monitoring sensors; use of Modifier 26 in dexta bone density exams; use of Modifiers 76 and 77 in conjunction with electrocardiograms; and Aetna's denial of telephonic consultations.

Also discussed were: reimbursement rates for pediatric immunizations; the use of MedSolutions to precertify certain high-tech radiology procedures; processing of rental network claims; online clinical guidelines; reimbursement for in-office Novasure endometrial ablation; coverage of acupuncture services; and the definition of an eligible practitioner as defined in the member's benefits plan.